SAMSUNG

Samsung GALAXY S5

QUICK START GUIDE

metroPCS.

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Table of Contents

My Carrier **4**

Device Functions **5**

Setting Up Your Device **7**

Turning Your Phone On and Off 12

Locking and Unlocking Screen 12

Initial Device Configuration 12

Calling Features **13**

Making a Call 13

Ending a Call 14

Answering a Call 14

Rejecting a Call 14

Voicemail **15**

Set Up Voicemail 15

Access Voicemail 15

Contacts **16**

Creating a New Contact 16

Deleting an Existing Contact 16

Messages **17**

Create and Send a Message 17

Connections 18
Connecting to Bluetooth 18
Connecting to Wi-Fi 18
Near Field Communication 19
S Beam 19
Smartphone Mobile Hotspot 20
USB Tethering 23
Apps & More 25
Installing Apps 25
Samsung Smart Switch 25
Gmail (Google Account) 25
Setting Up Your Email Accounts 26
Internet 27
Multi Window 28
Camera 30
Wi-Fi Calling 31
Lock Screen 33
MetroPCS Quick Start Information 34
Service 34
Account Detail 35
Payment Options 36
MyMetro® 37
For Assistance 38

General Disclaimer 38
MetroPCS Terms and Conditions of Service ("Agreement") 42
Billing for Premium and Third-Party Services 46

My Carrier

This guide provides you with the information you need to get started. For more information and additional support, please visit www.metropcs.com where you can:

- Register via the **Manage & Pay** tab to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Get support via the **Support** option.
- Review your device's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask your own question.

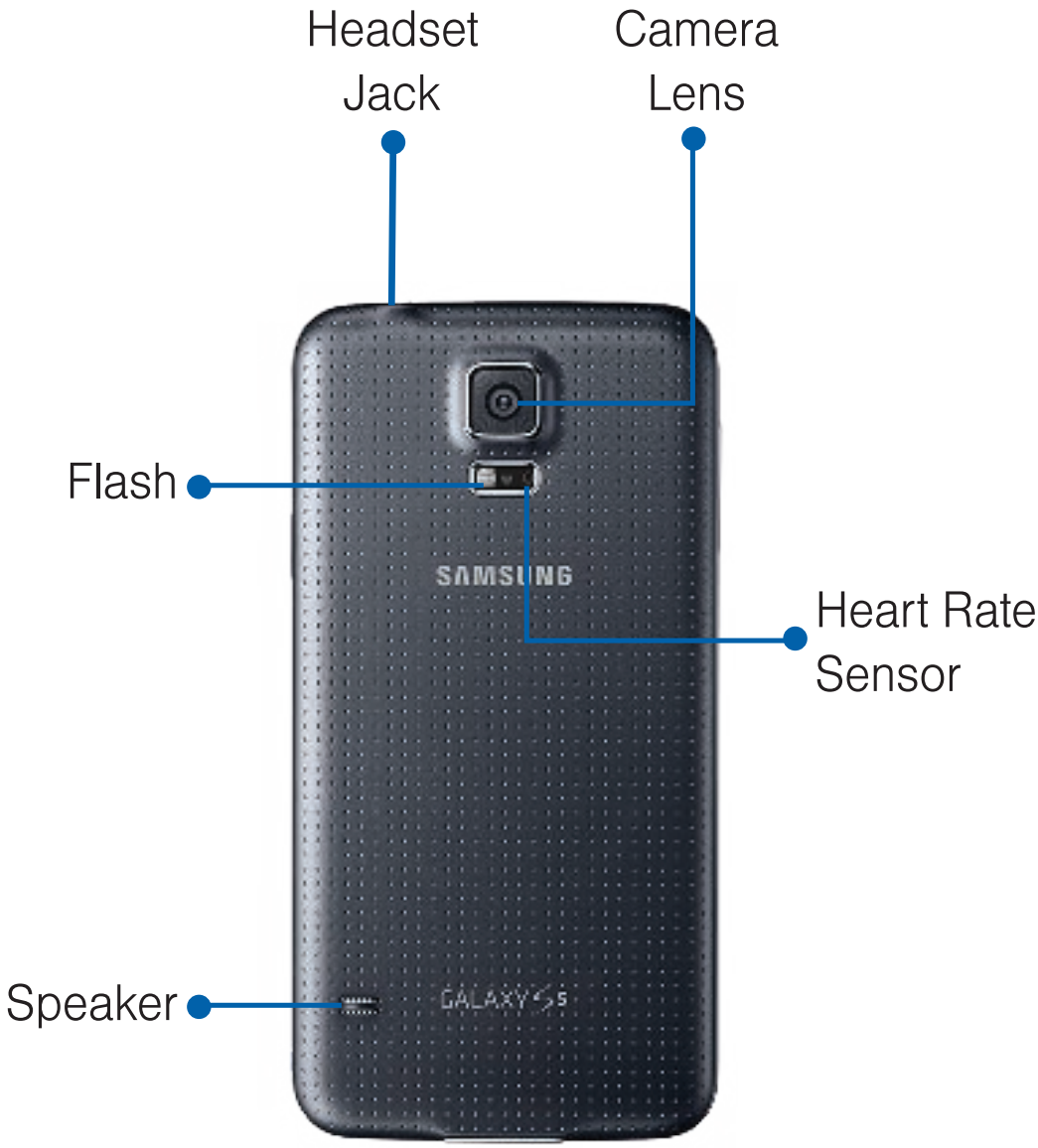
Note: Devices and software are constantly evolving—the screen images and icons you see here are for reference only.

Note: This device should only be used with firmware versions that have been approved for use by MetroPCS and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

Device Functions

Note: Water-resistant and dustproof based on IP67 rating, which tests submersion up to 1 meter for up to 30 minutes. Not shockproof. Covers must be tightly closed.

*Recent and Back illuminates when navigating through the device.



Note: Please use only an approved charging accessory to charge your device. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your device and void the warranty.

Setting Up Your Device

Step 1. Remove the Back Cover

- Locate the cover release latch (1) and carefully remove the cover off the device (2).

Step 2. Install the SIM Card

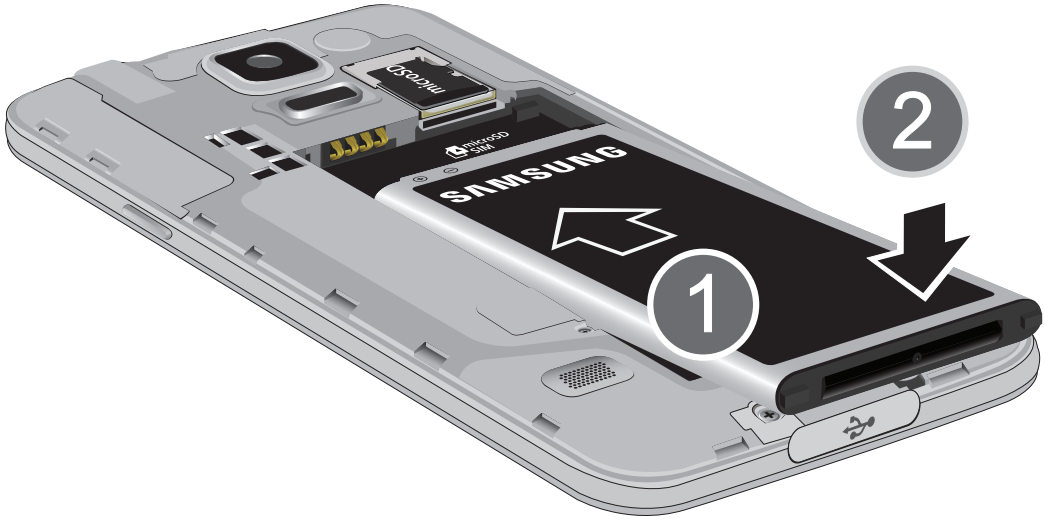
- Slide the SIM card into the SIM card slot until it “clicks” into place.

Step 3. Install the optional microSD™ card

- Slide the microSD card into the card slot until it is secured into place.

Step 4. Insert the Battery

- Insert the battery, making sure to align the gold contacts (1). Press down gently to secure the battery (2).



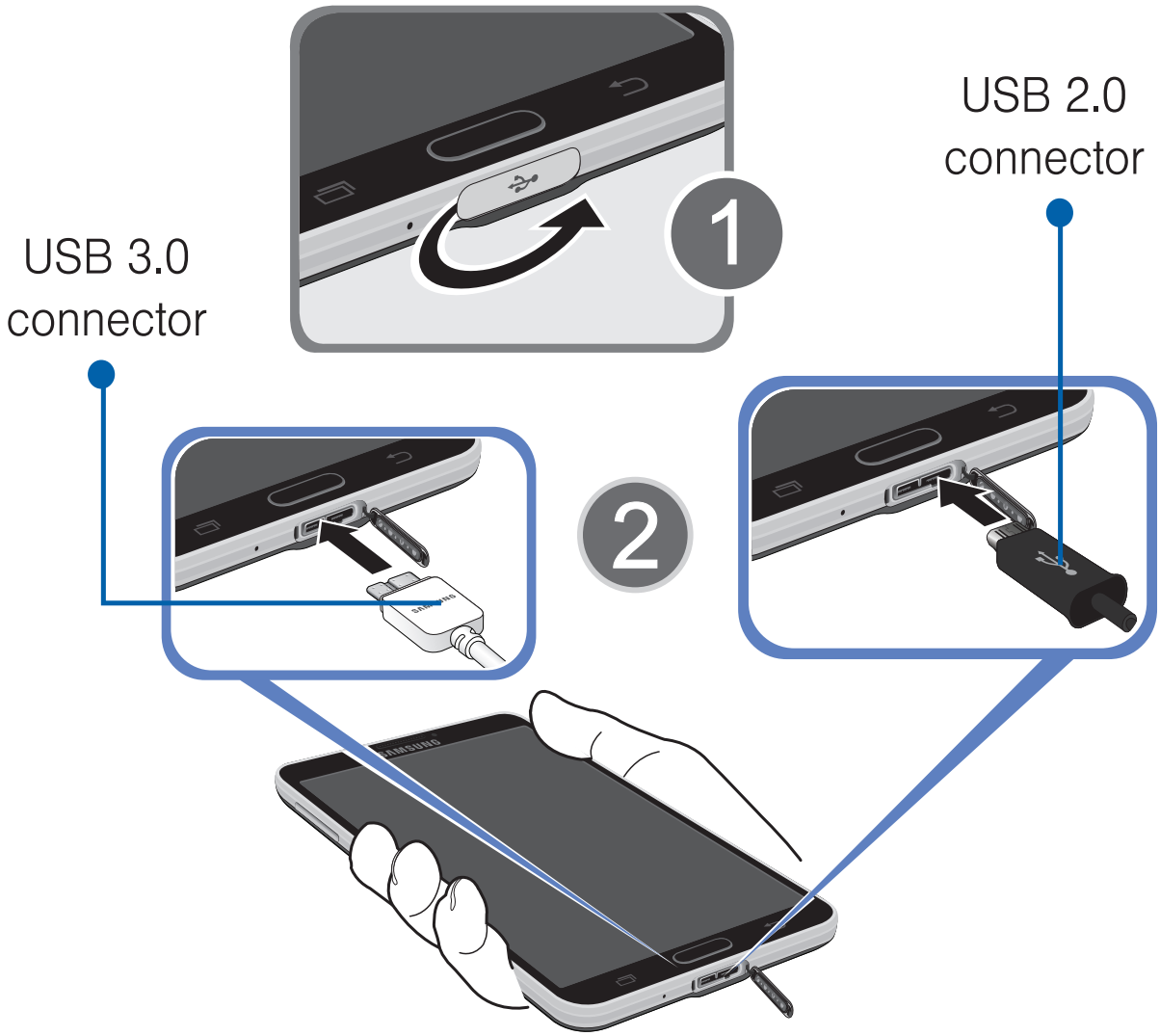
Step 5. Replace the Back Cover

- To ensure the back cover is firmly sealed, position the battery cover over the battery compartment and securely press down until you hear a click.

Note: The rubber seal fitted to both the battery and USB covers are important components of the device. Take care when opening and closing these covers to avoid damaging the rubber seal. Also, ensure that the rubber seals are free from debris, such as sand or dust to prevent damage to the device. Open or loose covers may allow water and dust to enter the device and cause damage. The rubber seal should be intact, and the USB cover should be closed tightly.

Step 6. Charging the Device

- Before turning on your device, charge it fully. Be sure to use the charger that came with the device.
- Carefuly remove the cover (1) and insert your connector (2).



Note: Alternatively, the device can also be charged using a USB 2.0 connector.

Important! Verify that the battery is installed prior to connecting the wall charger. If both the wall charger is connected and the battery is not installed, the handset will power cycle continuously and prevent proper operation. Failure to unplug the wall charger before you remove the battery, can cause the device to become damaged.

Turning Your Phone On and Off

1. To turn ON, press and hold the **Power/Lock** key.
2. To turn OFF, press and hold **Power/Lock** key and follow the prompts.

Locking and Unlocking Screen

1. To Lock, press the **Power/Lock** key.
2. To Unlock, press the **Power/Lock** key then swipe your finger across the screen.

Initial Device Configuration

1. Select a language and tap **Next** or tap **Accessibility** if you are visually impaired or hard of hearing.
2. Follow the on-screen instruction to complete the set up process.

Note: If you do not set up or log into your Gmail account during this process, you can later access Gmail from within the Applications page.

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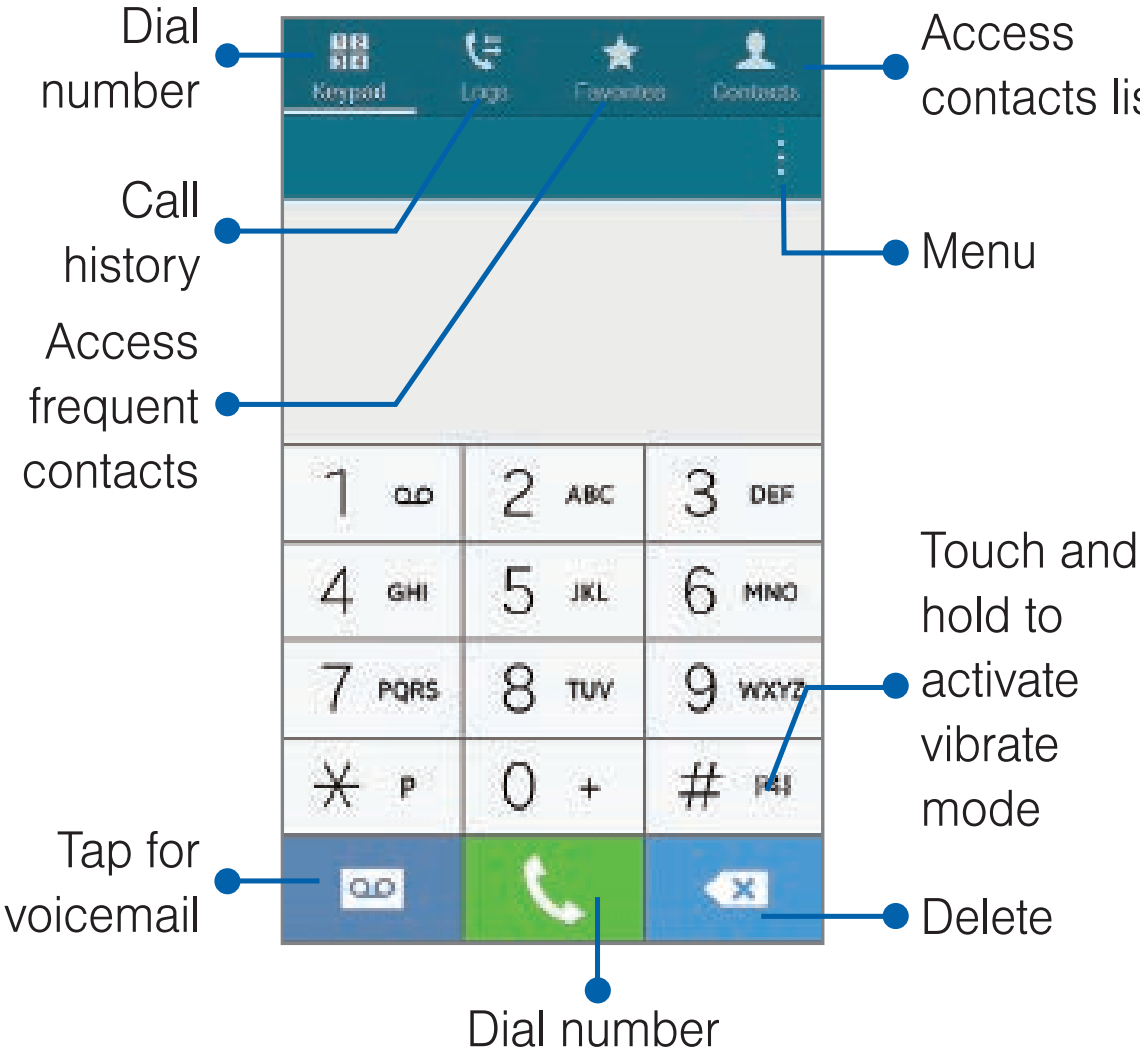
3. If you make a mistake while dialing, tap **Delete** to clear the last digit. Touch and hold **Delete** to clear the entire sequence.

Calling Features

Making a Call

1. From the Home screen, tap **Phone**.
2. Enter the number you wish to call and tap to place a call.



*From the contact list, make a call by sliding your finger across the contact name from left to right.

Ending a Call

- From within an active call, tap

End call.

Answering a Call

- At the incoming call screen, touch and slide **Answer** in any direction to answer the call.

Rejecting a Call

- At the incoming call screen, touch and slide **Reject** in any direction to route the call to your voicemail system.

Voicemail

Set Up Voicemail

1. From the Home screen, tap **Phone** and then touch and hold 1 ∞ until the device dials your voicemail.
2. Follow the prompts in the new user tutorial to set up your mail box.

Access Voicemail

1. From the Home screen, tap **Phone** and then touch and hold 1 ∞. After connection, you will hear your voice greeting.
2. When connected, follow the voice prompts from your voicemail center.

Note: Your voice mailbox is not password protected until you create a password by following the setup tutorial.

Contacts

Creating a New Contact

1. From the Home screen, tap **Phone**.
2. Enter a phone number using the on-screen dialpad.
3. Tap **Add to Contacts** → **Create contact** or select the Contact entry.
4. Tap a destination type (**Device**, **SIM**, **Microsoft Exchange ActiveSync**, **Google**, or **Samsung account**) (depending on where you want to save the new contact information).
5. Enter the desired information.
6. Tap **Save** to store the new entry.

Deleting an Existing Contact

1. From the Home screen, tap **Contacts**.
2. Touch and hold a contact name from the list and select **Delete** → **OK**.

Messages

Create and Send a Message

1. From the Home screen, tap **Messages** → **Tap to compose message**.
2. Enter either the recipient's phone number or e-mail address.

Note: If adding a recipient from among Logs, Contacts, or Groups, tap the contact to place a check mark alongside the entry and tap **Done**. The contact will be placed in the recipient field.

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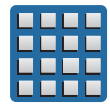
3. Tap the **Enter message** field and use the on-screen keypad to enter a message.
4. Add more recipients by tapping the recipient field.
5. Tap **Attach** to insert various file types to your message (such as images, videos, audio files, etc..).
6. Tap **Add emoticons** to choose an available emoticon.
7. Select the file and complete the on-screen instructions to insert it to the current message.
8. Review your message and tap **Send**.

Connections

Connecting to Bluetooth

1. From the Home screen, tap **Apps** → **Settings** → **Bluetooth**.
2. In a single motion touch and slide the **Bluetooth** slider to the right to turn it on.
3. If necessary, tap **Scan**. Review the list of discovered in-range Bluetooth® devices.
4. Tap a device from the list to initiate pairing.
5. Enter the PIN code, if needed, and tap **OK**.
6. The external device will then have to also accept the connection and enter your device's PIN code. Once successfully paired, appears within the Status area.

Connecting to Wi-Fi

1. From the Home screen, tap  **Apps** → **Settings** → **Wi-Fi**.
2. In a single motion touch and slide the **Wi-Fi** slider to the right to turn it on (

).
3. Tap **Scan** to display a list of Wi-Fi networks in-range.
4. Tap a network to connect and enter the password if prompted. When connected you will see in the status bar.

Near Field Communication

Near Field Communication (NFC), when enabled, allows two compatible devices to exchange data when they touch each other. When used in conjunction with S Beam, your device can be used to share images/videos/files content when NFC-capable devices are touched.

To activate NFC:

1. From the Home screen, tap **Apps** → **Settings** → **NFC**.
2. In a single motion touch and slide the slider to the right to turn it on (ON).

S Beam

This feature (when activated via NFC) allows you to beam large files directly to a compatible device that is in direct contact. These files can be larger, such as Videos, HD pictures, and other large files.

To activate S Beam:

1. From the Home screen, tap **Apps** → **Settings** → **NFC**. Verify the NFC feature is active.
2. If not already active, tap the S Beam field and in a single motion touch and slide to the right to turn it on.

3. Complete the transfer process between the two NFC-enabled devices by placing them back to back. This feature can come in very handy to quickly share pictures between users with compatible S Beam devices.

Smartphone Mobile Hotspot

This feature allows you to turn your device into a Wi-Fi hotspot. The feature works best when used in conjunction with 4G/LTE data services (although 3G service can also be used).

Note: The Smartphone Mobile Hotspot service cannot be active when device is connected to Wi-Fi. Please disconnect your Wi-Fi connection prior to activating this service.

Note: You must have qualifying service on your account in order to use the Mobile Hotspot.

To activate the Smartphone Mobile Hotspot service for the first time:

1. From the Home screen, tap **Apps** → **Mobile Hotspot** → **Mobile Hotspot**.
2. In a single motion touch and slide the **Mobile Hotspot** slider to turn it on.

3. Read the on-screen notification regarding data and tap **OK**.
4. Edit the **Network SSID** field and then create a new Network SSID name.
5. Enable the **Broadcast network name (SSID)** field if you would like to broadcast your SSID name to nearby devices.
6. Verify the **Security** field is set to **WPA2 PSK**.
7. Enter a new password then write it down.
8. Tap Save to store the new settings.
9. Confirm the Mobile Hotspot active icon appears at the top of the screen.

Note: By default, during the initial setup process, the connection is not secure. It is recommended that you maintain a secure connection by using a password for communication.

Note: Using your 4G service and Smartphone Mobile Hotspot drains your phone's battery at a much faster rate than when using any other feature combination. The best way to keep using the phone as a Hotspot is to have it connected to a power supply.

To change the Mobile Hotspot password:

1. From the Mobile Hotspot screen, tap **Mobile Hotspot** **Menu** → **Configure**.
2. Tap the **Security** field and select **WPA2 PSK**.
3. With security enabled, delete the previous password and enter a new one into the **Password** field.

Note: The more complex the password, the harder it will be for intruders to break your security. It is recommended that you not use names, birthdays, or other personal information.

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4. Tap **Save** to store the new settings.

USB Tethering

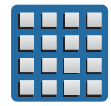
This option allows you to share your device's mobile data connection via a direct USB connection between your device and a single computer. The Mobile Hotspot connectivity is a wireless version of this same functionality and allows you to provide Internet connectivity to multiple devices.

- For more information on tethering with operating systems, go to: www.android.com/tether.
- You cannot mount your device's microSD card to your computer while using the USB Tethering feature. If additional software or USB drivers are required, go to www.samsung.com/us/support/downloads.
- When you connect your phone to a computer with a USB cable, you can either share your mobile data connection via tethering OR you can share files—you cannot do both. Do not turn on tethering if you want to use your computer to access your phone's memory card.

To connect using USB Tethering:

1. From the Home screen, tap **Apps** → **Mobile Hotspot**.
2. Plug in the USB cable between your computer and your device.
3. Tap the **USB tethering** option. This places a green check mark next to the entry and activates the feature. A Tethering or Hotspot active notification briefly appears on the screen.
4. If prompted, read the on-screen notification regarding data use and tap **OK**.
   - Look for (**Tethering Active**) in the Status bar area of the screen.
5. Read the on-screen notification regarding data use and tap OK.

To disconnect USB tethering:

1. From the Home screen, tap  **Apps** → **Mobile Hotspot**.
2. Tap **USB tethering** from the Tethering menu to remove the check mark and deactivate the feature.
3. Remove the USB cable from the device.

Apps & More

Installing Apps

Apps are available to download from Google Play™.

1. From the Home screen, tap **Apps** → **Play Store**.
2. If prompted, follow the on-screen prompts to add an existing Google account.

Samsung Smart Switch

Easily move over your photos, videos, music, apps and more with Samsung Smart Switch™.
Get started today at www.samsungsmartswitch.com.

Gmail (Google Account)

Before you can access Google™ applications, you must first sign into or set up a new Gmail account. These applications sync between your device and your online Google account.

► From the Home screen, tap **Apps** → **Gmail**.

- Tap **New** to create a new account and follow the on-screen instructions.
- Tap **Existing** if you already have an account, enter your **Email** and **Password** and follow the on-screen instructions.

Setting Up Your Email Accounts

Check email on the go with popular Internet-based email accounts, including Yahoo!® Mail, etc..

1. From the Home screen, tap **Apps** → **Email**.
2. Enter your email address and password into the appropriate fields and tap **Next**.
3. At the Account options screen, select the frequency which the device should check for new email on the server and tap **Next**.
4. At the Set up email screen, name the account and enter a screen name to identify yourself on this account.
5. Tap **Done** to store the new account.

Note: Record your email account information. Please keep this document in a safe place.

Internet

Take the Internet on the go. You can reach the latest news, get the weather and follow your stocks.

► From the Home screen, tap **Apps** → **Internet**.

To enter a URL:

You can access a website quickly by entering the URL. Websites are optimized for viewing on your device.

► From the homepage tap the URL field at the top of the screen, enter the URL and tap Go.

To add a new window:

1. From your browser window, tap **Window** → **New window**. A new browser window displays.

Note: The number of currently open windows is displayed at the top of the Windows screen.

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2. Scroll across the screen to view the currently active windows and tap an entry to launch the selected Internet window.

Multi Window

Run multiple applications on the current screen at the same time.

Note: Only applications found within the Multi window panel can be active atop another current application on the screen.

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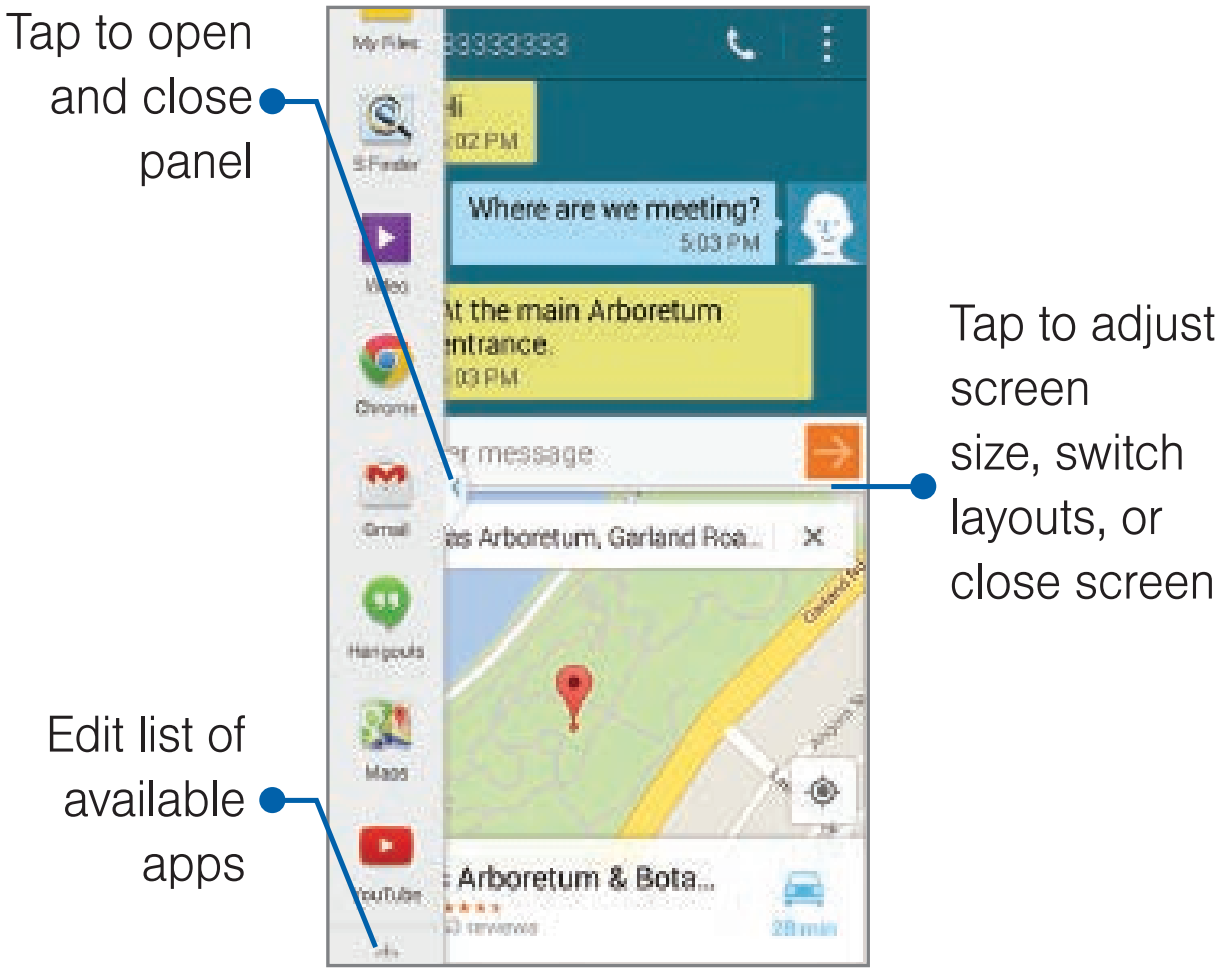
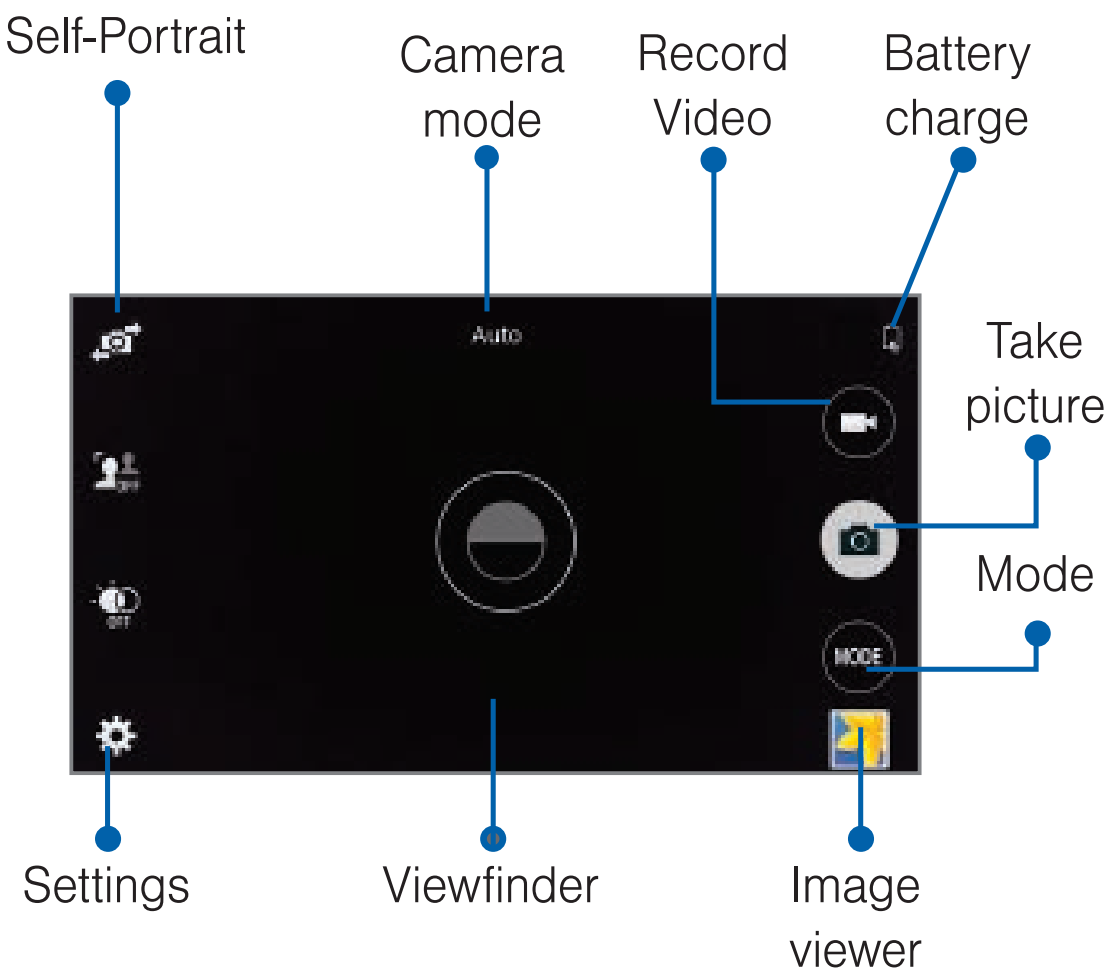
1. Activate the Multi Window feature:
   - Using two fingers, touch and drag the Status bar downwards.
   - Tap the **Multi window** entry to activate the feature.
2. To display the Multi window tab, press and hold the **Back key.**
3. With the **Multi window** tab on the left side of the screen, tap the tab to open the application panel.


Tap to open and close panel
Where are we meeting?
5:03 PM
At the main Arboretum
entrance.
5:03 PM
Arboretum, Garland Rca...
Arboretum & Bota...
Tap to adjust screen size, switch layouts, or close screen
Edit list of available apps

Camera

This device gives you the magic of professional digital photography. With stunning photographic output and a range of exceptionally rich professional shooting modes, editing features and various apps. Going pro has never been this easy or this fun.

► From the Home screen, tap **Camera**.



Wi-Fi Calling

Wi-Fi Calling can improve your coverage and allows you to make phone calls and send messages over a Wi-Fi network (when a Wi-Fi network is available).

Note: This feature is active by default. If you are in an active Wi-Fi call and go out of range of your Wi-Fi, the call will be dropped.

Unless your rate plan provides otherwise, Wi-Fi Calling minutes count the same as cellular calling minutes on your bill.

Important! You must have a 911 emergency address registered with your account. Log into your account and update your information. Go to your customer profile and follow the menu options to register your address.

Note: Corporate accounts may require administrator assistance for 911 Address registration.

To register Wi-Fi Calling:

1. Ensure that the Wi-Fi connected icon in the status bar.
2. If **Missing 911 Address** displays in the Status bar:
   - Log into your account.
   - Go to your profile, locate your customer information, and follow the menu options to register your address.
3. From the Home screen, tap **Apps** → **Settings** → **More networks**.
4. Tap the Wi-Fi Calling slider to toggle off the feature, tap it again to reactivate and re-register your device with the network.
5. Confirm **Wi-Fi Calling Ready** displays in the Status Bar.

To disable Wi-Fi Calling:

1. From the Home screen, tap **Apps** → **Settings** → **More networks**.
2. Tap the **Wi-Fi Calling** slider to toggle off the feature.

To change connection preferences:

1. From the Home screen, tap **Apps** → **Settings** → **More networks** → **Wi-Fi Calling**.
2. Tap **Connection Preference** and select your preference.

Lock Screen

This menu contains features that allow you to configure the device's security parameters.

To secure data and limit phone access, set the device to require a screen unlock pattern each time you turn on the device, or every time the phone wakes up from sleep mode (when the screen automatically turns off).

► From the Home screen, tap **Apps** → **Settings** → **Lock screen** → **Screen lock**.

The Screen lock menu allows to choose from a variety of locking features.

MetroPCS Quick Start Information

Service

You will need the following information when activating service:

- Your name, address and an eight-digit number that you will use to access your account (your personal identification number “PIN”).
- Your serial number and SIM card number.

  To locate the serial number, remove the phone from the box and remove the battery cover from the phone. The serial number is located near the bar code. It will be either 14 or 18 digits. The SIM card number can be located below the bottom bar code on the back of the SIM card holder.
- Your choice of MetroPCS plan and services including unlimited data, talk and text plans.
- Install the battery and SIM card in your new phone by following the step by step instructions in this phone’s User Guide.

- Once your phone is powered up, dial 1.888.8metro8 (1.888.863.8768) to connect with an activation representative who will assist you in activating your phone. You can also activate your phone online by visiting metropcs.com. (As soon as your service is activated, be sure to fully charge the phone's battery before using it again.)

Don't hesitate to ask your MetroPCS representative for more information on additional features and services or visit metropcs.com.

Account Detail

- **Text Message Reminder**. MetroPCS provides a text message reminder on your phone before payment is due.
- **E-statement**. View your statement summary online. (Only available in select states.)
- **Call Detail**. View your call detail online for a listing of all local calls made during the service cycle. (Additional charge applies.)

Payment Options

There are several ways to pay for your MetroPCS service. (A convenience fee may apply.)

- **Auto Pay**. Your credit or debit card is automatically debited five days before payment is due.
- **Express Pay**. Pay by credit or debit card online at metropcs.com.
- **Drop Box**.* Drop a check or money order in a MetroPCS store drop box.
- **By Mail**. Include your account number and phone number on your check or money order and mail to: MetroPCS, P.O. Box 5119, Carol Stream, IL 60197-5119.
- By Phone via Automated System. Pay by credit or debit card from your MetroPCS phone by dialing 1.888.8metro8. (Convenience fee applies.)
- **Store Payment Machine**.* Accepts cash, debit or credit card (with PIN). (Convenience fee applies.)
- **Over the Counter**.* Pay at an Authorized Payment Location with cash, check, credit or debit card. (Fees vary based on location.)

- **eWallet**. Sign up for MyAccount through metropcs.com and create your own secure eWallet where you can safely store cards for quick payment, set up auto pay and add funds to your MetroConnect® account.
- **Text to Pay**. The secure and easy way to pay your monthly MetroPCS service. Register your credit or debit card with the MetroPCS eWallet service and simply respond to a text from PAYNOW (729699) to pay.

* Not available at all locations.

MyMetro®

- Manage your MetroPCS account right on your phone.

  By dialing any of the customer service numbers you can change your rate plan, change your features and pay your bill. Just follow the instructions on your phone.

For Assistance

Please visit your local MetroPCS store or refer to the following options if you need additional assistance.

- Sign up for MyAccount to view account details, check your balance, make a payment, manage eWallet and more.
- MetroPCS automated customer service from any phone..... .....1.888.8metro8 and follow the prompts (1.888.863.8768)
- Online information.....metropcs.com

Please follow us at:

twitter.com/metropcs

facebook.com/metropcs

General Disclaimer

Coverage: Coverage and services not available everywhere. Nationwide long distance only available to the continental U.S. and Puerto Rico. Coverage, rates, services and features subject to change.

Text Messages: Unlimited international texts are limited to selected countries, destinations, technologies and carriers and are subject to change without notice, as are Terms and Conditions of International Service. See metropcs.com/world for further details. Text messages can only be sent while in a MetroPCS coverage area or in a compatible roaming area. No guarantee of text message delivery.

General: Family Plan is limited to five lines attached to one account and use of qualifying phones. Limited time offer. Certain restrictions apply. Phone selection and availability may vary by store. Compatible MetroPCS 4G or 4G LTE device required; not all features or plans available with all devices. MetroPCS features and services for personal use only. Not all services are available in all covered areas.

Data Plans: For unlimited 4G or 4G LTE data plans, full available speeds apply up to monthly data allotment; then speeds slowed to average MetroPCS network speeds for remainder of billing cycle. Your phone will continue to indicate that it is receiving a MetroPCS 4G or 4G LTE signal even if your usage is not at full available

speed. Wi-Fi usage does not count toward your monthly data allotment. Use of some content, features, or services may incur separate, additional charges and/or require a qualifying data plan or access to Wi-Fi connection. Some services or features may experience performance degradation at CDMA network speeds. Data Top-Up purchase provides an additional 500MB of high speed data. Data Top-Up allotments may only be used during the Billing Cycle in which they were purchased.

Abnormal Usage: Service may be slowed, suspended, terminated, or restricted for misuse, abnormal use, interference with our network or ability to provide quality service to other users, or roaming usage predominance. See store or metropcs.com for coverage, details and Terms and Conditions of Service (including arbitration provision).

Copyright: MetroPCS related trademarks and other intellectual property are the exclusive properties of T-Mobile USA, Inc. All other trademarks and other intellectual property are the properties of their respective owners. Copyright ©2014 T-Mobile USA, Inc. Use of

MetroPCS services acknowledges acceptance of our Terms and Conditions of Service found at metropcs.com/terms.

Your device may not work if you alter its original software. This device will only operate with firmware versions that have been approved for use by MetroPCS and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

Hearing aid compatibility: This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Your phone's GPS system is enabled by default in order to permit use of planned future services; see your phone's manual for instructions should you wish to disable your GPS for non-911 purposes.

MetroPCS Terms and Conditions of Service ("Agreement")

For the most recent and up-to-date version of the MetroPCS Terms and Conditions of Service to which you agree and will be bound when you activate, use, change or pay for your MetroPCS service, please visit metropcs.com/terms.

Welcome to MetroPCS. We are pleased that you have selected us as your wireless carrier. Please use this page as a reference for questions about your service and the terms and conditions of service that govern the service you have purchased from MetroPCS. These Terms and Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time:

- The MetroPCS Terms and Conditions of Service (http://www.metropcs.com/terms);

- Your MetroPCS Rate Plan (http://www.metropcs.com/plans);
- The MetroPCS Privacy Policy (http://www.metropcs.com/privacy-policy);
- The MetroPCS Online Terms of Use (http://www.metropcs.com/metropcs-online-terms-of-use);
- The MetroPCS Network Disclosure (www.metropcs.com/terms-network-disclosure);
- The MetroPCS Wi-Fi Terms of Use (http://www.metropcs.com/wi-fi-terms-of-use); and
- The terms and conditions relating to any additional features you may have selected or as may be included in your Rate Plan, including, but not limited to:
    - MetroWEB® Terms of Use (http://www.metropcs.com/metroweb-terms-of-use)
    - MetroMUSIC® Terms of Use (http://www.metropcs.com/metromusic-terms-and-conditions)
    - Bring Your Own Phone Terms of Use (http://www.metropcs.com/byod-terms-and-conditions)
    - Rhapsody® Unlimited Music Terms of Use (http://www.metropcs.com/rhapsody-unlimited-music-terms)

- Metro Block-it® Terms of Use (http://www.metropcs.com/block-it)
- Metro411 Terms of Use (http://www.metropcs.com/metro411-terms-of-use)
- MyExtras® Terms of Service (http://www.metropcs.com/myextras-terms-of-use)
- MetroBACKUP℠ Terms and Conditions (http://www.metropcs.com/metrobackup-terms-and-conditions)
- MetroPCS International Calling (http://www.metropcs.com/international-long-distance)

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflicts with the MetroPCS Terms and Conditions of Service, the Terms and Conditions of Service shall control.

By: (a) giving us a written or electronic signature or telling us orally that you accept the MetroPCS Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the

purchase of your wireless device, unless you return your wireless device within MetroPCS' applicable return period, you agree to the MetroPCS Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

- You waive your right to a jury trial in disputes with MetroPCS;
- Your disputes with MetroPCS will be decided by an arbitrator;
- You waive your right to institute or participate in class action litigation against MetroPCS;
- You will provide MetroPCS with accurate information about yourself;
- MetroPCS may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- MetroPCS may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Customer Service. If you have any questions regarding your Service or information in this Agreement, you may call our activation center at 1-888-8metro8.

Billing for Premium and Third-Party Services

California Residents Only

Certain parties besides MetroPCS have the ability to place charges on your bill for premium services. You may access these services and authorize the placement of charges on your bill through your phone or online account. MetroPCS also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium and third-party services on your account. Contact customer care or go to www.metropcs.com/cramming for more information.

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